STEP-BY-STEP GUIDE

CSM USB Driver Troubleshooting

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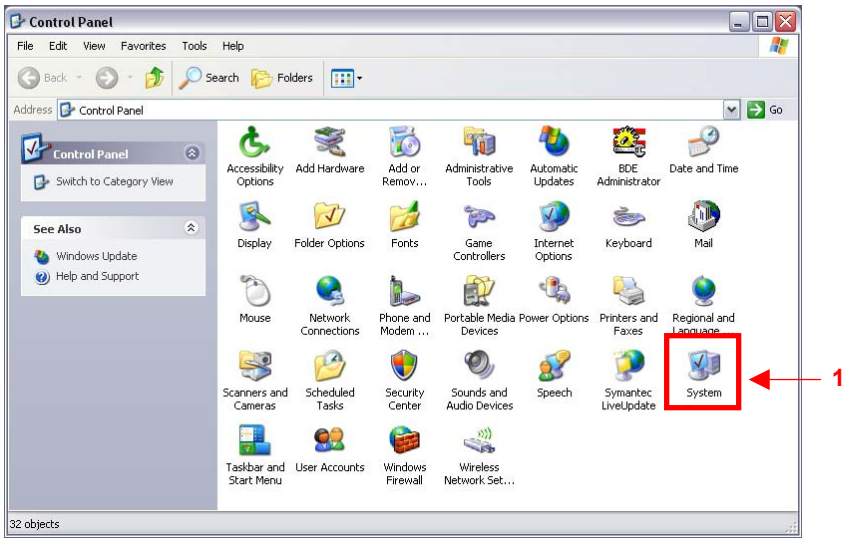
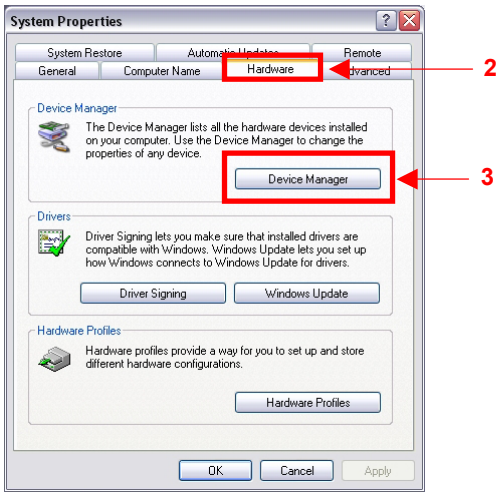
Is there a problem with the CSM USB driver?

Make sure the USB CSM Link or USB CSM Dispenser is connected to the computer

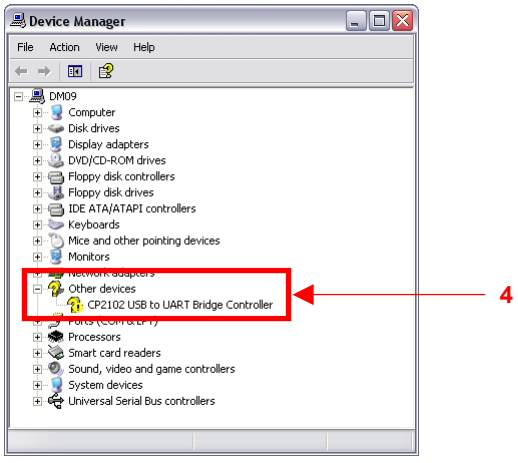
Start the “Control Panel” and open the “System” dialog (1).



Select the “Hardware” tab (2) and click the “Device Manager” button (3).


System Properties
System Restore
Automatic Updates
Remote
General
Computer Name
Hardware
Advanced
Device Manager
The Device Manager lists all the hardware devices installed on your computer. Use the Device Manager to change the properties of any device.
Device Manager
Drivers
Driver Signing lets you make sure that installed drivers are compatible with Windows. Windows Update lets you set up how Windows connects to Windows Update for drivers.
Driver Signing
Windows Update
Hardware Profiles
Hardware profiles provide a way for you to set up and store different hardware configurations.
Hardware Profiles
OK
Cancel
Apply
2
3

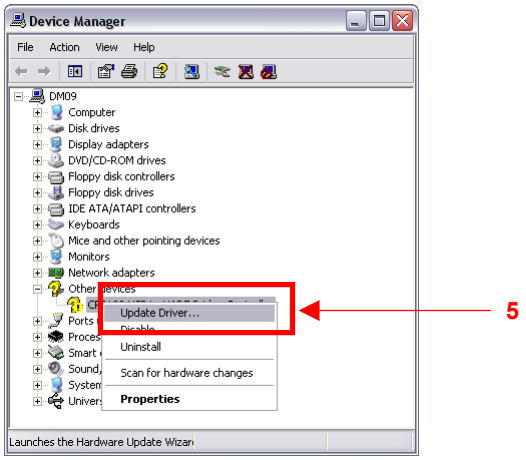
If there is a yellow question mark on “CP2102 USB to UART Bridge Controller” (4) the CSM USB driver is not installed correctly – follow this guide to correct the problem. If there is no yellow question mark on “CP2102 USB to UART Bridge Controller” (4) the CSM USB driver is installed correctly.



Fix the invalid USB driver installation

Use the mouse and right click on “CP2102 USB to UART Bridge Controller” (the item with the yellow question mark).

Click “Update Driver…” (5) in the pop-up menu.



Two drivers will be updated:

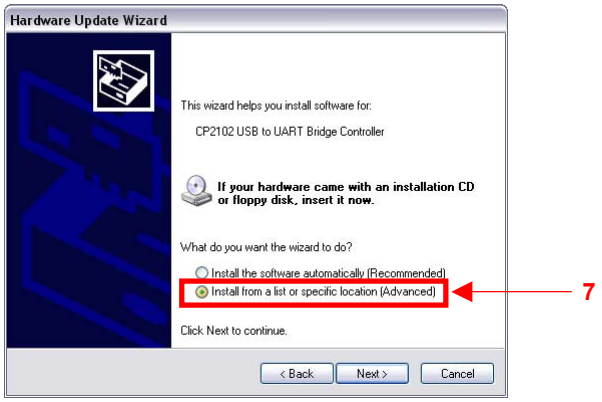
1. **USB Composite device**
2. **USB to UART Bridge Controller**

Select the “No, not this time” option (6), when windows asks to search on windows update for the driver.

Click the “Next” button.

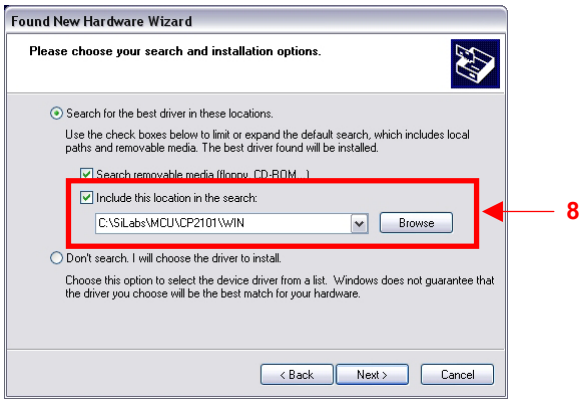
Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission).
Read our privacy policy
Can Windows connect to Windows Update to search for software?
Yes, this time only
Yes, now and every time I connect a device
No, not this time
6
Click Next to continue.
< Back
Next >
Cancel

Select the “Install from a list or specific location (Advanced)” option (7).

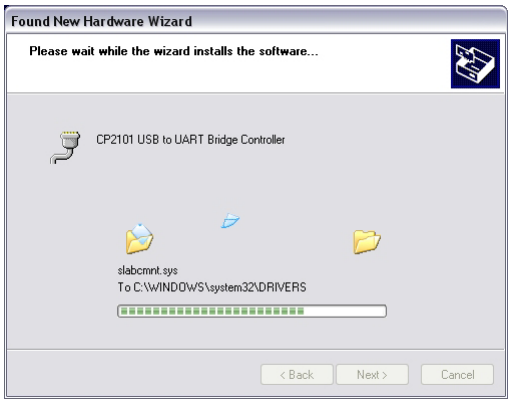

Hardware Update Wizard
This wizard helps you install software for:
CP2102 USB to UART Bridge Controller
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
7
Click Next to continue.
< Back
Next >
Cancel

Place a check mark in “Include this location in the search” (8) and use the “Browse” button to point to the location where the driver is to be found.

The USB driver is installed at “C:\SiLabs\MCU\CP2101\Win”.


Found New Hardware Wizard
Please choose your search and installation options.
Search for the best driver in these locations.
Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed.
Search removable media (floppy, CD-ROM...)
Include this location in the search:
C:\SiLabs\MCU\CP2101\WIN
Browse
Don't search. I will choose the driver to install.
Choose this option to select the device driver from a list. Windows does not guarantee that the driver you choose will be the best match for your hardware.
< Back
Next >
Cancel
8

The USB Composite device is being installed …



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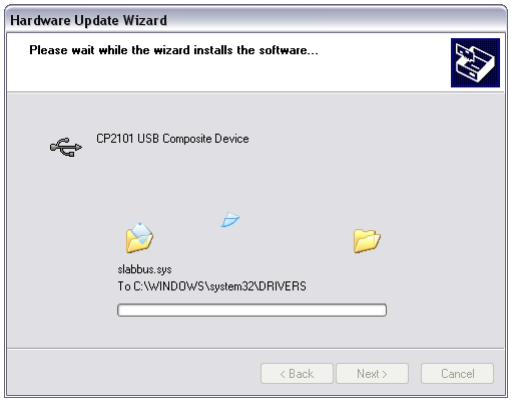
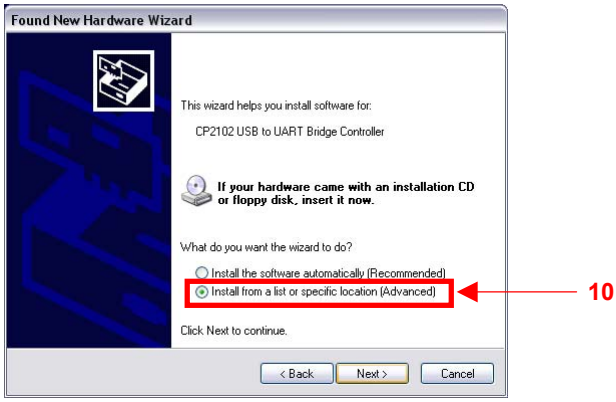


The USB Composite device is installed. Click the “Finish” button.

Select the “No, not this time” option (9), when windows asks to search on windows update for the driver. Click the “Next” button.

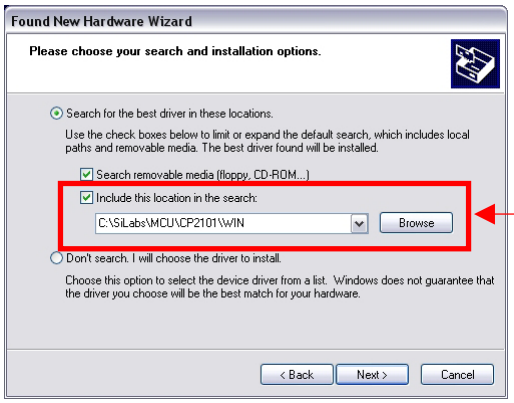
Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission).
Read our privacy policy
Can Windows connect to Windows Update to search for software?
Yes, this time only
Yes, now and every time I connect a device
No, not this time
9
Click Next to continue.
< Back
Next >
Cancel

Select the “Install from a list or specific location (Advanced)” option (10).


Found New Hardware Wizard
This wizard helps you install software for:
CP2102 USB to UART Bridge Controller
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
10
Click Next to continue.
< Back
Next >
Cancel

Place a check mark in “Include this location in the search” (11) and use the “Browse” button to point to the location where the driver is to be found.

The USB driver is installed at “C:\SiLabs\MCU\CP2101\Win”.


Found New Hardware Wizard
Please choose your search and installation options.
Search for the best driver in these locations.
Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed.
Search removable media (floppy, CD-ROM...)
Include this location in the search:
C:\SiLabs\MCU\CP2101\WIN
Browse
Don't search. I will choose the driver to install.
Choose this option to select the device driver from a list. Windows does not guarantee that the driver you choose will be the best match for your hardware.
< Back
Next >
Cancel
11

The USB to UART Bridge Controller is being installed …

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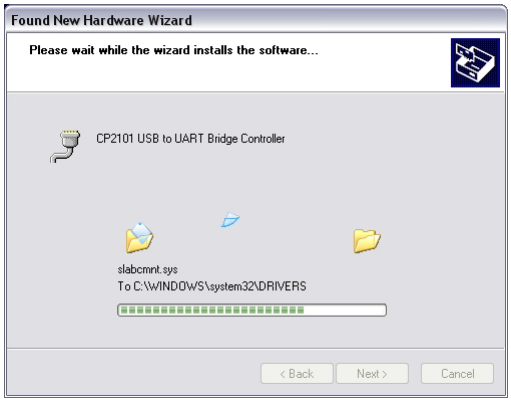
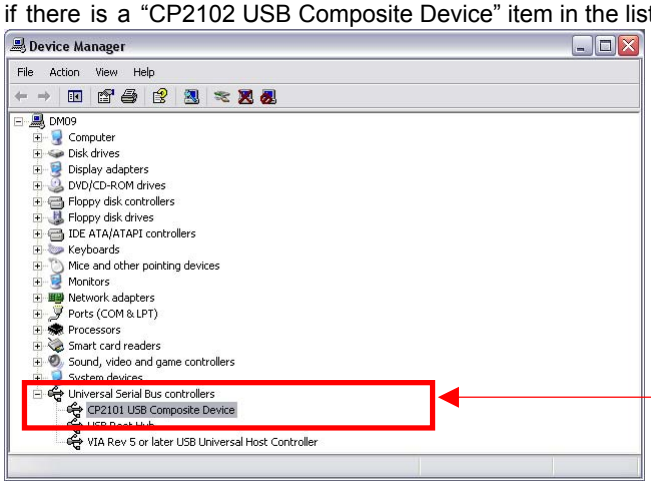


The USB to UART Bridge Controller is installed. Click the “Finish” button.

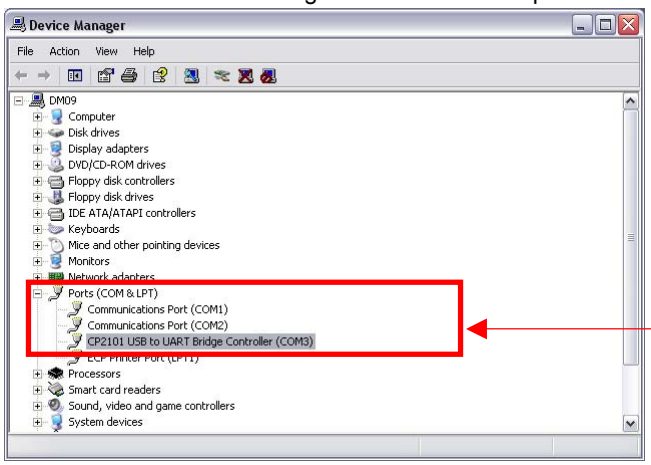
Found New Hardware Wizard
Completing the Found New Hardware Wizard
The wizard has finished installing the software for:
CP2101 USB to UART Bridge Controller
Click Finish to close the wizard.
< Back
Finish
Cancel

Check and validate USB driver installation

Open the “Device Manager” and expand the “Universal Serial Bus controllers” and check to see if there is a “CP2102 USB Composite Device” item in the list (12).



Open the “Device Manager” and expand the “Ports (COM & LPT)” and check to see if there is a “CP2102 USB to UART Bridge Controller (COMX)” item in the list (13).
The “COMX” shows the assigned communication port number.



If the items (12) and (13) are present, the USB driver is installed correctly